



**COUNTY OF LOS ANGELES
DEPARTMENT OF AUDITOR-CONTROLLER**

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October 15, 2007

TO: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Yvonne B. Burke
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: J. Tyler McCauley 
Auditor-Controller

SUBJECT: **GROUP HOME PROGRAM MONITORING REPORT – M & R GROUP
HOME, INCORPORATED - PHILLIPS RANCH MOTIVATIONAL
CENTER AND WALNUT GROUP HOME**

We have completed a review of Phillips Ranch Motivational Center and Walnut Group Homes (Group Home or Agency) operated by M & R Group Home, Incorporated. Each Group Home contracts with the Department of Children and Family Services (DCFS) and the Probation Department (Probation).

Phillips Ranch Motivational Center Group Home is a six-bed facility, which provides care for boys ages 12-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Phillips Ranch Motivational Center Group Home was providing services for five DCFS children.

Walnut Group Home is a six-bed facility, which provides care for girls ages 12-17 years who exhibit behavioral, social and emotional difficulties. At the time of the monitoring visit, Walnut Group Home was providing services for three DCFS children.

Both Group Homes are located in the First District.

"To Enrich Lives Through Effective and Caring Service"

Scope of Review

The purpose of the review is to determine whether the Agency is providing the services as outlined in their Program Statement. Additionally, the review covers basic child safety and licensing issues and includes an evaluation of the Agency's Program Statement, internal policies and procedures, child case records, a facility inspection and interviews with children placed in the Group Home at the time of the review. Interviews with children are designed to obtain their perspectives on the program services provided by the Agency and to ensure adherence to the Foster Youth Bill of Rights.

Summary of Findings

Generally, the Agency is providing the services as outlined in their Program Statement. The Agency needs to address several deficient areas.

Both Group Homes need to train all staff to treat children with fairness, respect and dignity and monitor their interactions.

Phillips Ranch Motivational Center Group Home needs to repair the air conditioning unit and replace a mattress. Additionally, the Group Home needs to develop comprehensive Needs and Services Plans, maintain documentation to confirm that children taking psychotropic medication are routinely seen by the prescribing psychiatrist and consistently enforce appropriate discipline policies.

Walnut Group Home needs to provide children with sufficient recreational activities and allow children to contact their placement workers and attorneys as needed.

Attached is a detailed report of the review.

Review of Report

We discussed our report with the Agency's management. In response to the recommendations made in the report, the Agency's management completed a corrective action plan (attached) which we approved. We thank the management and staff for their cooperation during our review.

If you have any questions, please contact me or have your staff contact Don Chadwick at (626) 293-1102.

JTM:DC:CC: asl

Attachments

c: William T Fujioka, Chief Executive Officer
Patricia S. Ploehn, Director, DCFS
Susan Kerr, Chief Deputy Director, DCFS
Robert B. Taylor, Chief Probation Officer
Mary P. Robinson-Turner, Executive Director, M & R Group Home, Incorporated
Public Information Office
Audit Committee

**M & R Group Home, Incorporated
Phillips Ranch Motivational Center Group Home
License Number: 197804346
Rate Classification Level: 10**

I. Facility and Environment

Method of assessment – Observation

Comments:

Phillips Ranch Motivational Center Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment. However, the air conditioning unit is not working.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The beds all have a full complement of linens. However, there is a worn mattress in one of the bedrooms. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV, and a DVD player. Books and resource materials, including a computer with a variety of programs, are also available.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendations

- 1. M & R Group Home management:**
 - a. Repair the air conditioning unit.**
 - b. Replace the mattress.**

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The Needs and Services Plans (NSPs) are current. The treatment team develops and implements the NSPs with input from the child. However, the NSPs are not comprehensive and do not include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

- 2. M & R Group Home management develop comprehensive Needs and Services Plans that are specific, measurable, attainable, realistic, time limited and include short and long term goals.**

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient recreational activities and leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest.

The Group Home provides transportation to and from the activities.

Recommendation

There are no recommendations for this section.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

Children have current court authorizations for psychotropic medication. However, there is not sufficient documentation to confirm that children taking psychotropic medications are routinely seen by the prescribing psychiatrist.

Children are informed about their psychotropic medication and are aware of their right to refuse medication. Medication distribution logs are properly maintained.

Recommendation

- 3. M & R Group Home management maintain documentation to confirm that children taking psychotropic medication are routinely seen by the prescribing psychiatrist.**

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Overall, children express satisfaction with the quality of their interactions with staff. However, the children report that one administrative staff is rude, yells, uses profanity and treats them unfairly. This was discussed with management during the exit conference who immediately addressed the concerns.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to make and receive personal telephone calls, send and receive unopened mail and have private visitors. Children attend religious services of their choice.

Children report that the discipline policies are not consistently enforced and that consequences for inappropriate behaviors are not always fair and appropriate.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental and psychiatric care.

Recommendations

4. M & R Group Home management:

- a. Provide on-going staff training and ensure that all staff treat children with fairness, respect and dignity.**
- b. Provide fair and appropriate discipline policies that are consistently enforced.**

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

There are no recommendations for this section.

**M & R Group Home, Incorporated
Walnut Group Home
Walnut, California 91789
License Number: 197800932
Rate Classification Level: 10**

I. Facility and Environment

Method of assessment – Observation

Comments:

Walnut Group Home is located in a residential community. The exterior of the Group Home is well maintained. The front and back yards are clean and adequately landscaped.

The interior of the Group Home is well maintained. The common quarters are neat and clean. There is adequate furniture and lighting in the Group Home. The Group Home provides a home-like environment.

Children's bedrooms are well maintained. The rooms are clean and orderly and have age-appropriate personalized decorations. There is adequate furniture, lighting and storage space. Window coverings and window screens are in good repair. The mattresses are comfortable, and the beds all have a full complement of linens. Children's sleeping arrangements are appropriate.

The Group Home maintains age-appropriate and accessible recreational equipment. There are also board games, a TV, a DVD player, books and a computer with a variety of programs.

The Group Home maintains a sufficient supply of perishable and non perishable foods.

Recommendation

There are no recommendations for this section.

II. Program Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children meet the Group Home's population criteria as outlined in their Program Statement. Children are assessed for needed services within thirty days of placement.

The treatment team develops and implements the Needs and Services Plans (NSPs) with input from the child. The NSPs are current, comprehensive and include short and long term goals.

Case files reflect adequate documentation to show that children are receiving treatment services.

Recommendation

There are no recommendations for this section.

III. Educational and Emancipation Services

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

Children are attending school. Children are provided with educational support and resources to meet their educational needs and are progressing satisfactorily in school. The Group Home's program includes the development of children's daily living, self-help and survival skills.

Children are provided with opportunities to participate in emancipation and vocational programs as appropriate.

Recommendation

There are no recommendations for this section.

IV. Recreation and Activities

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides children with sufficient leisure time. Children are provided with opportunities to participate in planning activities. Children also participate in extra-curricular, enrichment and social activities in which they have an interest. However, the Group Home does not provide children with sufficient recreational activities.

The Group Home provides transportation to and from the activities.

Recommendation

1. M & R Group Home management provide children with sufficient recreational activities.

V. Psychotropic Medication

Method of assessment – Review of relevant documents

Comments:

According to the Agency's management, there are currently no children taking psychotropic medication. This information is appropriately documented.

Children are aware of their right to refuse medication.

Recommendation

There are no recommendations for this section.

VI. Personal Rights

Method of assessment – Interviews with children

Sample size: Two

Comments:

Children are informed about the Group Home's policies and procedures. Children report that they feel safe in the Group Home and are provided with appropriate staff supervision. Overall, children express satisfaction with the quality of their interactions with staff. However, the children report that one administrative staff is rude, yells, uses profanity and treats them unfairly. This was discussed with management during the exit conference who immediately addressed the concerns.

Children report that they are assigned chores that are reasonable and not too demanding. Children are allowed to send and receive unopened mail and have private visitors. Children attend religious services of their choice. However, children report that they are not always allowed to call their placement workers or attorneys.

Children report that the discipline policies are consistently enforced and that there are fair and appropriate consequences for inappropriate behavior.

Children report satisfaction with meals and snacks.

Children receive voluntary medical, dental and psychiatric care.

Recommendations

2. M & R Group Home management:

- a. Provide on-going staff training and ensure that all staff treat children with fairness, respect and dignity.**
- b. Allow children to contact their placement workers and attorneys as needed.**

VII. Clothing and Allowance

Method of assessment – Review of relevant documents and interviews

Sample size: Two

Comments:

The Group Home provides appropriate clothing, items of necessity and the required \$50 monthly clothing allowance to children. Children are provided with opportunities to select their own clothes. Clothing provided to children is of good quality and of sufficient quantity.

The Group Home provides children with the required minimum weekly allowance. Children spend their allowances as they choose.

The Group Home provides children with adequate personal care items. Children are also encouraged and assisted in creating and maintaining photo albums/life books.

Recommendation

There are no recommendations for this section.

**M & R GROUP HOME, INC.
511 AVENIDA ALIPAZ
WALNUT, CA. 91789
909-595-9610**

September 7, 2007

County of Los Angeles
Department of Auditor-Controller
500 West Temple St. Room 515A
Los Angeles, Ca. 90012

CORRECTIVE ACTION PLAN

IV. RECREATION AND ACTIVITIES


1. M & R Group Home will provide the children with sufficient recreational activities. We will provide four paid activities per month and recreational activity daily for all clients in placement with us. The Executive Director will ensure that the Facility Manager of the facility arranges and carry out recreational activities.

VI. PERSONAL RIGHTS

2. M & R Group Home management, the Executive Director, will ensure that all staff treat children with respect and dignity at all times.

M & R Group Home management, the Executive Director will ensure that the children are allowed to contact their social workers and attorneys at any time. This information is passed on to all staff and the Facility Manager will be responsible for ensuring that the children are calling whenever they want.

Thank you for your evaluation of our program.


Mary P. Robinson-Turner
Executive Director

**M & R GROUP HOME, INC.
M & R MOTIVATIONAL CENTER
8 DEER CREEK RD.
PHILLIPS RANCH, CA. 91766
909- 595-9610**

September 7, 2007

County of Los Angeles
Department of Auditor-Controller
500 W. Temple Street Room 515-A
Los Angeles, Ca. 90012

CORRECTIVE ACTION PLAN

I. FACILITY AND ENVIRONMENT

- I. M & R Group Home Management will ensure that the air conditioner will be repaired. In the mean while we have purchased fans to be used. The new air conditioner will be installed on September 12, 2007. Mary P. Robinson, the Executive Director will ensure that the Child Care Staff and the Facility Manager check the air conditioner daily to ensure that it is functioning properly.

We have replaced the worn mattress. The Facility Manager, the Administrator and the Child Care Staff has been informed that if replacement is needed they should bring to management attention, therefore it will not happen again.

II. PROGRAM SERVICES

2. M & R Group Home will develop comprehensive Needs and Service Plans that are specific, measurable, attainable, realistic, time limited, and include short and long term goals. Our MFT attended a class given by Department of Children Services, July 31, 2007 to learn how to successfully complete the Needs and Service Plan and will ensure that she will provide Plans in future that are specific, measurable, attainable, realistic, time limited, and short and long term goals will be included. Mary P. Robinson, the Executive Director will follow to ensure that the plans are completed correctly.

V. PSYCHOTROPIC MEDICATION

3. M & R Group Home will provide monthly visits with the prescribing psychiatric for all children taking psychotropic medication. The administrator is responsible for ensuring that the visits take place.

V1. PERSONAL RIGHTS

4. a. M & R Group Home management, the Executive Director will counsel and Monitor all staff and administrators to treat children with respect and dignity. We Have established a program call Adopt a Child Program to have all staff involved in Parenting the children.
 - b. The discipline policies are designed so that they are consistently enforced, fair and appropriate. The Facility Manager will monitor all discipline to ensure fairness.

Thank you for reviewing our program.



Mary P. Robinson-Turner
Executive Director